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AUTHOR McCormick, Betty L., Ed.
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ABSTRACT

This book contains a collection of essays about schools that have successfully implemented Total Quality Management (TQM) through partnerships with the business community, parents, higher education, school board members, and others. Following the preface, foreword, and introduction, the book is divided into five sections: school leaders in Total Quality Management (TQM) implementation; primary links (teachers, students, parents, and the school board); secondary links (partnerships with business, higher education, and external consultants); state-level links; and other critical links. The articles include: (1) "'We Expect Excellence'--Kenmore-Town of Tonawanda Schools, Winner of New York State's Excelsior Quality Award" (John E. Helfrich and Dorothy Vienne); (2) "The Total Quality Approach in Dickinson ISD" (Linda Hanson); (3) "An Application Case Study of the Journey: Total Quality in the Parkview Schools, Jamesville, Wisconsin" (David Romstad and Michael Jamison); (4) "Using Total Quality Management in an Inner City School: George Westinghouse Vocational and Technical High School, Brooklyn, New York" (Lewis A. Rapporport and Franklin P. Schargel); (5) "A Teacher's Perspective on TQM--How to Nuture the Spark" (David P. Langford); (6) "Students' Thoughts on TQM--In the Classroom and in Life" (Betty L. McCormick); (7) "Parents' Perspectives on TQM and Koalaty Kid" (Betsy Van Dorn and Jesseca Timmons); (8) "TQM and the Role of the School Board" (Keith Byrom); (9) "Business Partnerships in Total Quality Schools" (Paul Bailey); (10) "The Role of Colleges of Education in the Quality Transformation of Education" (Bryan R. Cole and Jane A. Stallings); (11) "Choosing and Working with a Consultant" (Susan Leddick); (12) "Rethinking the Connections between Secondary and Higher Education" (Richard D. DeCosmo, Jerome Parker, Louis Scott, and Susanna Staas); (13) "Center for Total Quality Schools" (William T. Hartman and Seldon V. Whitaker, Jr.); (14) "The Virginia State Education Agency--A Catalyst for Change" (Joseph A. Spagnolo, Jr. and James C. Chancey, Jr.); (15) "Texas Governor Ann Richards' Statewide Initiative" (Betty L. McCormick); and (16) "The TQM-Technology Critical Connection" (Lewis A. Rhodes and Clark Kirkpatrick). Appendices contain a directory of TQM schools from over 60 school districts, selected references with a K-12 focus, and an author directory. (LMI)

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